

The factors below should only be included if they are essential to allow the main responsibility of the job to be completed effectively. Where a factor is not essential but desirable this should be clearly indicated. Essential criterion = required at point of recruitment. Desirable criterion = can be developed over time.

Factor	Essential	Desirable	Method of Assessment
Qualifications : (This should include any qualifications that are legally or professionally required in order to practice in a profession)	<ul style="list-style-type: none"> • Good standard of Education - Literate and numerate 	<ul style="list-style-type: none"> • Call Centre Operator Certificate or Equivalent 	Application Interview References
Knowledge and Skills: (Level of knowledge and/or skills required to enable a person to carry out the job. It recognises that knowledge and skills can be acquired through practical work and learning on-the-job as well as by formal education or training)	<ul style="list-style-type: none"> • Good computer and keyboard skills • Self motivated and able to work with minimum supervision • Ability to deal with and remain calm in stressful/ emergency/ crisis situations • Demonstrates Disability Awareness • Responsive and supportive to the team and colleagues 	<ul style="list-style-type: none"> • Good IT skills eg Microsoft Office Products 	Application Interview References Assessment
Experience: (Where experience is considered as necessary the length of experience should not normally be stated as it will demonstrate quantity and not quality. However, for some technical and senior roles it may be	<ul style="list-style-type: none"> • Experience in the use of Telephone techniques • Experience of working within a customer- 	<ul style="list-style-type: none"> • Knowledge of social alarm monitoring systems • Basic knowledge 	Application Interview References

Reviewed 07.09.2009 SH

necessary to state a minimum period of experience as an indication of exposure in the necessary field of work)	focused office environment	of housing management including provision for the elderly and other supported housing groups	
Judgment/ Decision Making: (Skills needed to make decisions and their frequency. Includes degree of decision making required)	<ul style="list-style-type: none"> • Able to work independently and use own judgment in making decisions • Able to prioritise own workload • Remains diplomatic and confidential 		Application Interview References Assessment
Customer Care/Interpersonal Skills: (Degree of ability required in dealing with others both within and outside the Company as part of the job including extent of contacts and the nature of interpersonal skills required)	<ul style="list-style-type: none"> • Demonstrates empathy, patience and understanding with older/vulnerable people • Demonstrates commitment to Customer Service in all activities • Able to communicate both orally and in writing to established formats • Builds effective working relationships with others 		Application Interview References Assessment
Service Development/Finding	<ul style="list-style-type: none"> • Able to determine 		Application Interview

Reviewed 07.09.2009 SH

<p>Solutions: (Degree of ability required in making continuous improvements taking into account responsibility for devising and/or implementing new methods, procedures, programmes etc. Includes finding solutions to problems)</p>	<p>abnormal from normal situations</p> <ul style="list-style-type: none"> • Uses problem solving and decision making skills 		<p>Assessment</p>
<p>Other Factors: (e.g. Understanding of equality and diversity; ability to work outside normal hours etc.)</p>	<ul style="list-style-type: none"> • Good understanding of equality and diversity requirements • Ability to work shifts over a 24 hour period 		<p>Application Interview</p>

Reviewed 07.09.2009 SH